

The Quality Journey

Susan Bane, MD FACP
Vice President of Medical Affairs

Atlantic City Medical Center

- Community Teaching Hospital 2 Divisions
 - 582 Beds
 - 22,920 Admissions
 - 77,200 ED Visits
- Service Area
 - 250,000 Residents
 - 35,000,000 Visitors
- Services include
 - Level II Trauma
 - Cardiac Surgery



City



Mainland

Performance Improvement (PI)





Outcomes



Leadership

- Board of Governors
 - Quality Management Steering Committee
- CEO
- Physician Champions
 - Volunteer
 - Stipend
 - PI Physician Award



Core PI Staff

- Corporate Director
- Hospital Director
- 4 Coordinator/Analysts
- 1 Secretary



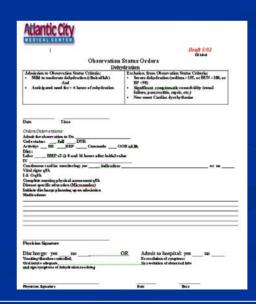
DRG Team - 6SOW

- Senior Administrative Sponsor
- Physician Leader
- Project Manager (PI Staff, Infection Control)
- Nurses
- Educators
- Ancillary Services Reps (Pharmacy, PT, Lab)

Standardized Order Sets

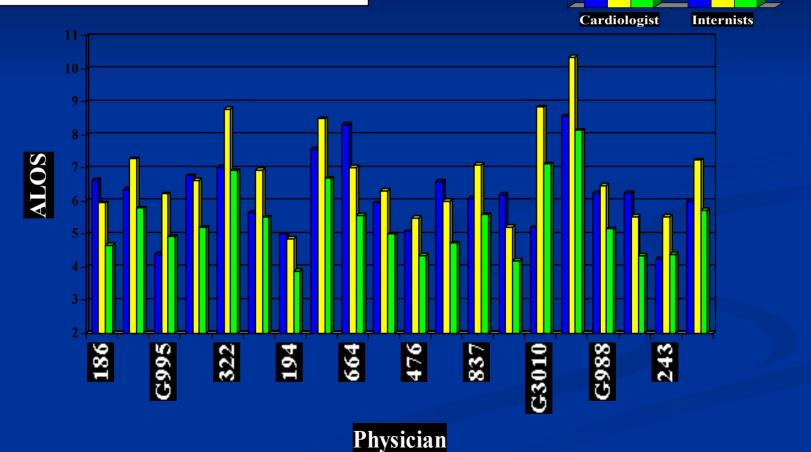
- Derived from evidence based guidelines
- Consensus and approval by Divisions/Departments
- Nursing units support deployment

telegratero otal	
MEDICAL CENTER	
	Draft 5:02
Observation State	ns Orders
Chest Pain: Intermed	
Admirán to Observation State Califerio - Blatiny of desept jan, persidéy et audias estigle - Leverido, no signific and changes from previous ESG of evaldado - Vista signo etados after to ento-me 198, 1984 und-60, systalia EP-30 und-41 d, disable EP-418 - CXX and car due rearbors complete and me guive	Robbien finn Observation Barin Griente. Abservat of ordin sanctive: Significantly charged EXC including new LEEB, 2 rd or 3 rd degra-black. Organic black or their point or their point that repaired EV miles played in the control of the contr
the Time Orders Tuters entitions: that for observation to the continuous or the models for you indication; ORD @ c and I have a the initial ERC and you for the otype	et 30
who estimately on administration with registerated segment at Lei and SSR 2000 (1992). Bit SSR 2000 (1992) (Bit SSR 2000) (1992) (Bi	hala via curenda to maintain pulse ex=92% th xXIII
who einbury on shahrinn with registered copy on all and the cities and the cities of t	inda via curenda to maintain pulse ex-92% th (KED) Strution



Decision Support Analysis (HF) ACMC NJALOS Nat'l ALOS

■ Physician ALOS ■ NJ ALOS ■ Nat'l ALOS



6.18 7.01

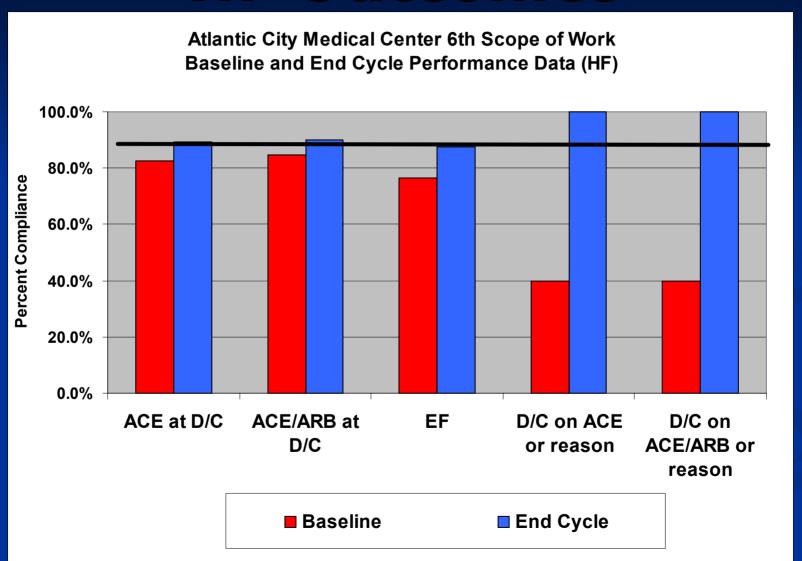
Integration of PI Activities

- One set of books
- PRO work = annual Medical Staff Department goals
- Standing agenda items include:
 - DRG reports
 - PRO indicator compliance

Tools Include:

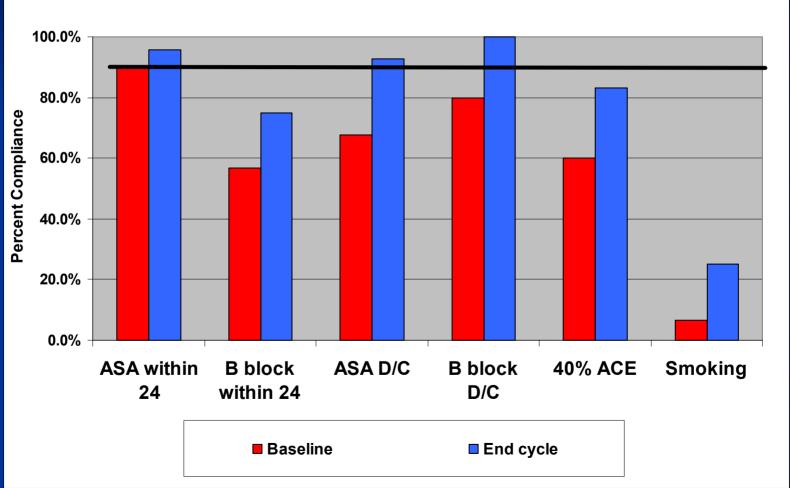
- Leadership
- Core PI Staff
- DRG Teams
- Order Sets
- Data Analysis and Feedback
- Aligned Goals and Reporting

HF Outcomes



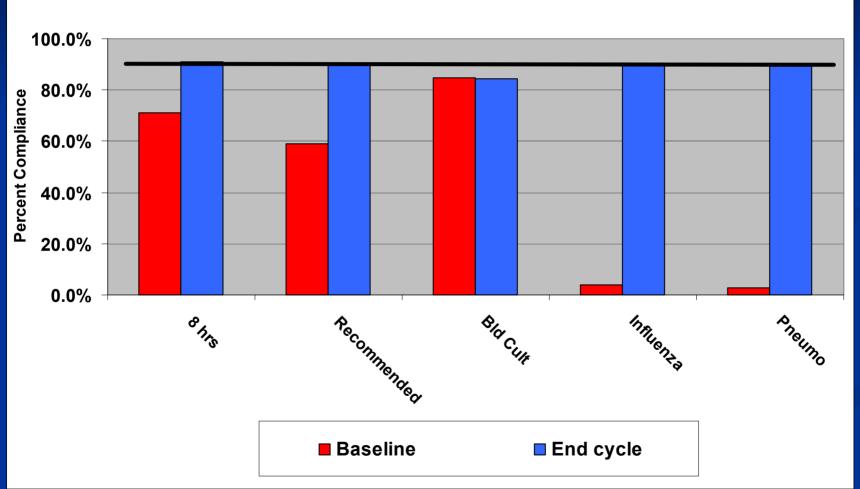
AMI Outcomes





Pneumonia Outcomes





7SOW Enablers

- Unit based leadership must be fully engaged
- 100% concurrent indicator review by units
- Integrate goals into individual performance assessment and management bonus
- Add unit DRG quality scores to electronic balanced score card
- Physicians accountable for goal achievement supported by Medical Management Steering Group
- Senior Administrative Team reviews monthly progress and compliance

Future State



- Computerized Provider Order Entry (CPOE)
 - "Big Bang" of toolkit enhancement
 - Order Sets constructed to default to evidence based choices